

DUTY STATEMENT

GS 907T (REV. 03/05)

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

11985-OSP**EFFECTIVE DATE:**

DGS OFFICE OR CLIENT AGENCY Office of State Publishing		POSITION NUMBER (Agency - Unit - Class - Serial)	
UNIT NAME AND CITY LOCATED Administration Unit - Sacramento		CLASS TITLE Management Services Technician	
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		SPECIFIC LOCATION ASSIGNED TO 344 North 7 th Street, Sacramento, CA 95811	
PROPOSED INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 307 - 162 - 5278-001	
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.			
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the supervision of the Contract Management Manager (SSMI), the incumbent will perform less complex analytical and business service support duties in the following areas: accounting, production, job reporting, equipment inventory and general administration. Perform other duties to support the Office of State Publishing's products and services in accordance with office procedures, program guidelines, and contractual specifications.			
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>		
35%	<p>This position is designated under the Conflict of Interest Code. The position is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</p> <p>The Department of General Services' (DGS) Core Values are key to the success of the Department's Mission to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectation, and to perform their duties in a way that exhibits and promotes those values and expectations.</p> <p>The OSP duties will be performed in accordance with the guidelines of the Department of General Services (DGS), Office of Business and Acquisitions Services' (OBAS) Procurement Division (PD), Office of Fiscal Services (OFS), Office of State Publishing's (OSP) process and procedures and the following published directives within the State Administrative Manual, Purchasing Authority Manual, State Contracting Manual, Statewide Information Management Manual, California State Contracts Register, Fi\$Cal and other State Government websites.</p> <p>SPECIAL REQUIREMENT Background Evaluation This position requires Background Investigation clearance.</p> <p>ESSENTIAL FUNCTIONS In order to procure the needed equipment and supplies for OSP and its clients customers following established guidelines:</p> <ul style="list-style-type: none"> Develop policy and formulate procedures related to supply management and monitor compliance with same by recommending corrective action when out of compliance. Develop supply inventory, record keeping system such as Material Cost Center (MCC) by determining needed stock levels and ordering parts and monitor appropriateness, turnover rates, amount and value of stock on hand and identify surplus or shortages. 		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE			
SUPERVISOR'S NAME (Print)		SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT			
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.			
EMPLOYEE'S NAME (Print)		EMPLOYEE'S SIGNATURE	DATE

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	<p>ESSENTIAL FUNCTIONS (Continued)</p> <ul style="list-style-type: none"> • Determine efficient storage methods by considering available space and consulting with OSP Warehouse supervisor. • Prepare related inventory reports including recommendations. • Prepare cost benefit analysis for management when necessary. • Develop OSP policy and procedures for fixed assets, as defined in SAM, by developing and maintaining property record keeping systems, perform physical inventory and reconcile property records and formal accounting records. <p>In order to develop specification following OSP procedures:</p> <ul style="list-style-type: none"> • Verify or prepare justification by defining need. • Consult with requestor and users. • Analyze product usage. • Consult with other units that may be affected in relation to the project and determine if the request involves equipment, which must interface with existing equipment and creates a solution to effectively match the entities together. • Determine physical constraints by considering size, speed, output, noise factors. • Review monetary limitations, availability of maintenance. • Evaluate alternatives by comparing features and cost between various models; installation requirements. • Make recommendations to management. <p>In order to solicit, evaluate, and award bids following DGS and OSP procedures:</p> <ul style="list-style-type: none"> • Solicit and interview vendors. • Receive and evaluate bids. • Award bids to obtain the most cost effective item for OSP (requires incumbent to compare prices and features; arrange demonstrations; warranties and replacement parts; determine control agency requirements, etc.). • Negotiate freight costs with vendor and work closely with DGS, Traffic Management to audit freight costs over \$300. <p>In order to issue purchase documents according to OSP and Procurement procedures:</p> <ul style="list-style-type: none"> • Determine the appropriate purchasing document required and funding allotment. • Determine source of item, expected delivery date and cost, control agency requirements and small business preference consideration. • Determine if there is a "trade in", warranty, and if benchmark testing is required. • Using PD guidelines and customer's needs, prepare purchase order amendments. <p>In order to expedite material following OSP standards and procedures:</p> <ul style="list-style-type: none"> • Prepare confirming telephone orders; authorize special delivery when required or arrange for pick-up • Inquire into taking partial delivery. • Make concessions if necessary and advise customers of results. <p>In order to amend purchase document if additional expenditures are required following DGS/OSP procedures:</p> <ul style="list-style-type: none"> • Utilize expenditure authority to initiate documents for the replacement of both major and minor equipment. • Prepares addendums to contracts if necessary.

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25%	<p>In order to accommodate OSP Customers on a continuing basis to assist with all their telecommunication requirements and provide for their communication needs to be fulfilled:</p> <ul style="list-style-type: none"> • Receive and evaluate telecommunication requests, identifying appropriate courses of action. • Advise and allocate telecommunication equipment needs. • Evaluate, administer, and determine the appropriate equipment and functions. • Coordinate with the appropriate telephone services and review invoices for proper billing. <p>Commodity and service order purchases include but are not limited to, all telecommunication needs, photocopy machines and related products, automobile repair, forklift maintenance and rental, on-site vending machines, office equipment products and maintenance, etc.</p>
20%	<p>Plans and coordinates quality control measures and customer service outreach following current Procurement procedures to ensure the highest level of customer service is being provided:</p> <ul style="list-style-type: none"> • Assure that merchandise conforms to specifications. • Determine who will do installation. • Ascertain when warranties expire. • Monitor service calls and breakdown. • Handle complaints from users and resolve problems. • Troubleshoot and research problems. • Follow up with customers to ensure expectations were met. • Provide recommendations to management. • Provide vendor quality control reports to management. • Complete damage claims as required.
15%	<p>In order to perform analytical and support as the OSP check depositor following the established DGS OSP department policies, procedures, and administrative agreements and/or program guidelines:</p> <ul style="list-style-type: none"> • Gather and process customers' incoming check payments and the accompanying documentation by receiving, reviewing, and analyzing for clarification, and preparation. • Ensure accurate payments are deposited into the OSP sales account, and the appropriate documentation and financial reports are forwarded to the OFS. • Ensure appropriate reconciliation of processing discrepancies for check/money orders. • Ensure quality control reviews and timely resolutions by being responsible for prompt and accurate posting and recording of financial accounting. • Forward all OSP incoming checks and financial documentation to the OSP management in a timely manner for final review and verification before forwarding to the banking institution and OFS. • Secure deposit transactions and appropriate documentation timely by preparing (listing and compiling) and delivering checks, money orders and financial reports to the departmental banking institution. • Thoroughly review to ensure accuracy of payment processing via checks and money orders for invoice billings that cover purchases for inventory products, printing, and publishing services. • Collect all required data by utilizing office and departmental database reports, applications, and the Activity Based Management System (ABMS) electronic accounting system/Fi\$Cal. • Prepare and generate reports to OSP management documenting all monthly financial activities
5%	<p>MARGINAL FUNCTIONS</p> <p>In order to assist OSP management in special analytical and administrative duties required by our client customers, the Division or the Department:</p> <ul style="list-style-type: none"> • Complete less complex and sensitive management reports, projects and assignments. • Develop a project plan by determining the study, scope, available resources and pros and cons.

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	<p>Work overtime as needed to meet work commitments.</p> <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Arithmetic, spelling, grammar, punctuation, and modern English usage. Microsoft applications such as Word, Excel and Outlook Mail.</p> <p>Ability to: Learn rapidly; follow directions; communicate effectively with other staff and those contacted in the work; use good work habits such as punctuality, skill, neatness and dependability; make satisfactory progress in a prescribed training program; interpret written material; edit written material; write effectively; analyze written and numerical data accurately; make clear, concise oral presentations.</p> <p>SPECIAL PERSONAL REQUIREMENTS</p> <ul style="list-style-type: none"> • The capacity for professional development. • Willingness and ability to accept increasing responsibility. • Willingness as a learner to do routine or detailed work in order to learn the practical application of administrative principles. <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Exercise a high degree of diplomacy, tact, professionalism and initiative. • Establish and maintain cooperative and positive work relationships with internal and external clients. • Skills with computers, copier/fax machines and 10 key calculators. • Demonstrated knowledge of or ability to learn Fi\$Cal/ABMS modules, Purchasing, and other General Ledger modules and Microsoft applications. <p>Special Personal Characteristics</p> <p>Interpersonal Skills</p> <ul style="list-style-type: none"> • Promote teamwork and be proficient as a team member with all OSP units. • Communicate in a clear, concise manner. • Understand and follow DGS, OSP, and OFS office rules, policies and procedures at all times. • Understand written and verbal instructions and communication. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <p>Work Expectations:</p> <ul style="list-style-type: none"> • An interest in assuming increasing responsibility and the ability to act independently. • Be an effective listener and be responsive to the needs of customers. • Appropriate attire according to environment. • Be supportive of others and promote their personal growth. • Willingness to do routine and detailed work to learn the practical approach to administrative principles. • Must have excellent time management skills. <p>Physical Abilities:</p> <ul style="list-style-type: none"> • Frequent use of a computer at a work station. • Grasping and making repetitive hand movements in the performance of daily duties. • Employee may be exposed to dust, fumes, noise, and unpleasant odors. <p>Mental Abilities:</p> <ul style="list-style-type: none"> • Work well under pressure with frequent interruptions from internal customers. • Able to effectively handle stress, multiple tasks, changing client requirements, and tight deadlines calmly and effectively. • Ability to make sound, rational judgements and decisions.

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	<p>Safety: Follow all OSP safety rules and procedures. Promote safe work practices and a safe working environment for all employees.</p> <ul style="list-style-type: none">• Do not attempt to operate equipment, use tools, materials or perform a new task until the associated safety hazards and methods to protect yourself have been explained to you.• Never alter or modify original tools or equipment.• Make sure you know how to properly use and take care of any required protective equipment when it is required.• Keep your work area organized and as clean as possible maintaining good housekeeping procedures at all times.• If you see a safety hazard, inform your co-workers, and notify your supervisor immediately; "close calls" or "near misses" are accidents that almost injure someone including you.

